



CITY OF HOUSTON

Job Posting

	SL/CMD
1	<div><div>Applications accepted from</div><div>ALL PERSONS INTERESTED</div></div>
2	<div><div>Job Classification</div><div>CUSTOMER SERVICE REPRESENTATIVE II</div></div>
3	<div><div>Posting Number</div><div>PN# 107215 (2 positions)</div></div>
4	<div><div>Department</div><div>Public Works & Engineering</div></div>
5	<div><div>Division</div><div>Planning & Development Services</div></div>
6	<div><div>Section</div><div>Code Enforcement/Permits, Sign Admin.</div></div>
7	<div><div>Reporting Location</div><div>3300 Main Street*</div></div>
8	<div><div>Workdays & Hours</div><div>M - F, 8 a.m. - 5 p.m.*</div></div> <div>*Subject to change</div>
9	<div><div>DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS</div><div>Uses effective problem-solving techniques to provide general information and customer assistance for quality service. Assists walk-in customers with various inquiries. Uses effective questioning techniques to verify/confirm customers' concerns. Processes applications in ILMS both from the front door customers & written by inspectors.</div></div>
10	<div><div>WORKING CONDITIONS</div><div>The position is physically comfortable most of the time with occasional periods of stooping, and/or light lifting of materials of up to 10 pounds.</div></div>
11	<div><div>MINIMUM EDUCATIONAL REQUIREMENTS</div><div>Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED.</div></div>
12	<div><div>MINIMUM EXPERIENCE REQUIREMENTS</div><div>Two years of administrative or customer service related experience is required.</div></div>
13	<div><div>MINIMUM LICENSE REQUIREMENTS</div><div>None</div></div>
14	<div><div>PREFERENCES</div><div>One (1) ILMS experience preferred.</div></div>
15	<div><div>SELECTION/SKILLS TESTS REQUIRED</div><div>None</div><div>However, the Department may administer a skill assessment evaluation.</div></div>
16	<div><div>SAFETY IMPACT POSITION</div><div><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</div><div>If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.</div></div>
17	<div><div>SALARY INFORMATION</div><div>Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The salary range for this position is:</div><div><div>Salary Range - Pay Grade 15</div><div>\$901- \$1,217 Biweekly \$23,426 - \$31,642 Annually</div></div></div>
18	<div><div>OPENING DATE</div><div>October 19, 2005</div></div>
19	<div><div>CLOSING DATE</div><div>October 25, 2005</div></div>
20	<div><div>APPLICATION PROCEDURES</div><div>Original applications only with resume are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, 1st floor. Successful candidates will be notified of their application status. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.</div><div>TDD (Telecommunication Device for the Deaf) 713-837-9471</div><div>An equal opportunity employer</div></div>